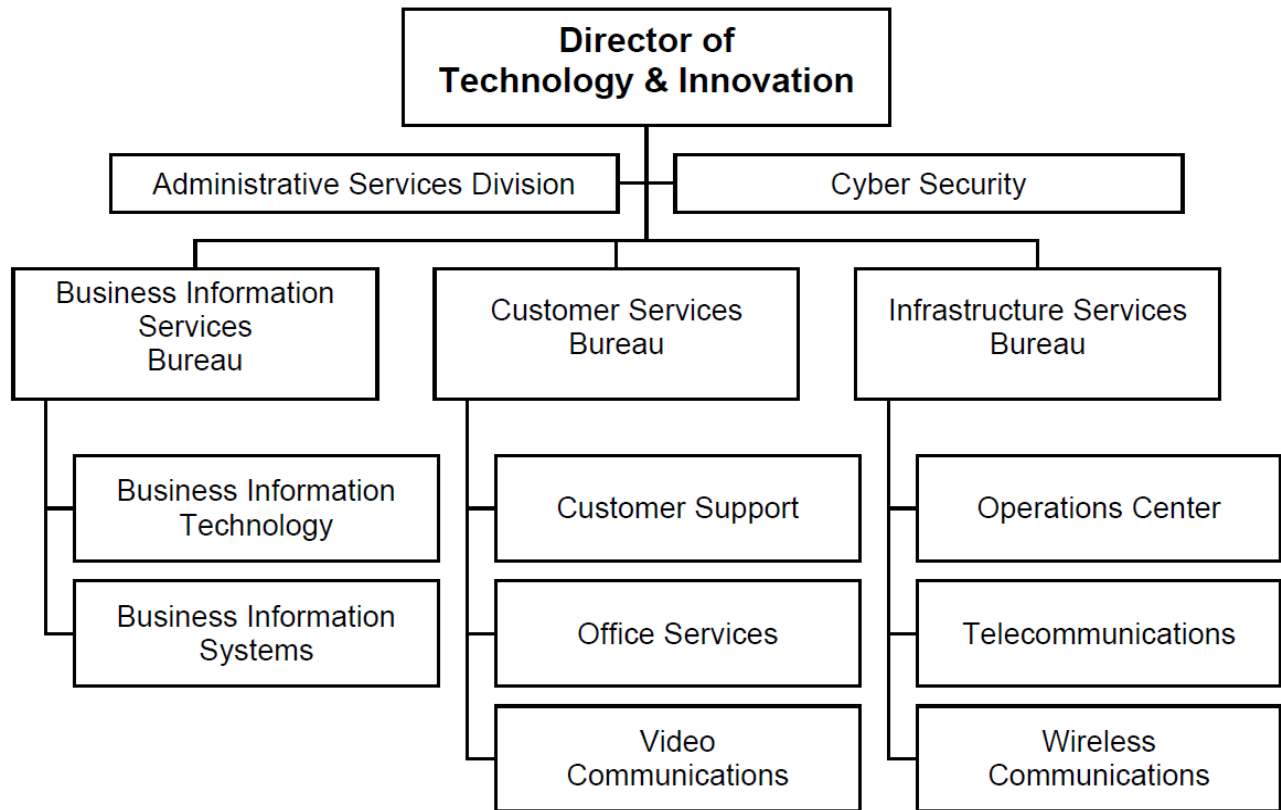


# Technology & Innovation



Bryan Sastokas, Director of Technology & Innovation

Jasmine Frost, Manager, Business Information Services Bureau

Michael Kek, Manager, Customer Services Bureau

Cason Lee, Manager, Infrastructure Services Bureau

Danielle Mitchell, Administrative Officer

# Department Overview

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**Mission:**

Provide a customer-focused environment that integrates people, process and technology to increase the efficiency and effectiveness of City services.

**Core Services:**

- Provide the City Workforce with a fast and reliable communications infrastructure.
- Enhance workforce productivity by delivering cost effective technology products and support services.
- Ensure the confidentiality, integrity and availability of the City's information and the security of the City's network.
- Provide innovative solutions to enable open and transparent government in partnership with the City departments.
- Manage Long Beach's government access television channel (LBTv), mail and messenger services, central printing and reprographics.

**FY 17 Focus:**

In FY 17, the Technology & Innovation Department will continue to manage the full range of information technology and related services across the City's operations in support of the City's business objectives. Specific services include e-mail, Internet/Intranet, business information systems and geographic information system (GIS) support, project management, central data center operations, voice and data network management, radio communications services, video surveillance support, technology help desk, personal computer and printer acquisition and support.

Over the next few years, the Department will focus on rebuilding and improving the City's technology infrastructure to ensure the City has a strong foundation in place to implement the technology required to support the level of services expected of a modern, technologically savvy city. This infrastructure needs to be reliable so the City can provide the new tools to encourage civic engagement and economic development and provide more efficient public safety services. In addition, the Department will continue supporting the design of the technology infrastructure in the new Civic Center. In FY 17, the Department will continue to employ new and improved processes and internal tools to further boost the productivity and efficiency of the department in the areas of service management, customer support and project delivery.

With this vision in mind, the Department will embark on the largest technology project the City has ever seen: the replacement of its mainframe-based legacy financial and HR systems with a new ERP system. The Department will also continue delivery of other projects that are currently underway including the upgrade of the CIS/Billing system, Advanced Metering Infrastructure (AMI), further streamlining business licensing/permitting, and the implementation of the new GIS Hub software.

The Department will continue to leverage the new web site and content management system by transitioning other City organizations to the site, continuing to add more online services and features for our constituents and refreshing our suite of mobile applications. The Department will also continue to significantly expand bandwidth for internet access and free public Wi-Fi at City Libraries. The Department will continue to enhance social media activities and expand the City's fiber network. Additionally, the Department will establish an Open Data portal that will be designed to support the City's initiatives for Open Government, where constituents can access real City data in native format.

The Department remains committed to further centralizing technology management and consolidating services and contracting for various support services. Through these and other efforts, the Department will be able to increase the level and scope of services, while also maintaining a high level of customer service. Year after year, the Department benchmarks very favorably with other local government technology operations across the country.

## Department Performance Measures

Key Measure	FY 15 Actual	FY 16 Target	FY 16 Estimate	FY 17 Projection
Number of personal computers and laptop computers installed, replaced or upgraded	761	750	470	900

The Customer Services Bureau is responsible for the overall management and support of the City's technology assets, such as desktop and laptop computers, multi-function devices, and mobile communications devices (cell phones, smart phones, and tablets). This Bureau is also responsible for the City's four-year personal computer replacement program of approximately 3,000 personal computers and laptops. To reduce hardware and support costs related to personal computers, the Bureau has embarked on an exciting project to virtualize personal computers, with over 500 users in the pilot program currently. TI replaced a higher number of computers than anticipated in prior years to facilitate the implementation of Office 365. Since these computers were replaced slightly ahead of schedule, FY 16 reflects a decreased number of installations, replacements or upgrades.

Key Measure	FY 15 Actual	FY 16 Target	FY 16 Estimate	FY 17 Projection
Number of visits to City of Long Beach Websites	4,685,977	5,100,000	5,300,000	5,800,000

The Business Information Services Bureau is responsible for the implementation, support, maintenance and replacement of the City's business applications. This responsibility includes the administration of the City's Internet website. This Internet site provides valuable information to the public and is increasingly allowing the public to do business with the City, at their convenience, by using online applications. The City is also experiencing a significant increase in the popularity of its social media sites, such as Facebook, Twitter and YouTube.

TI encourages increased visits to both the City's website and the social media sites since they are both a convenient and cost effective way for constituents and business partners to interact with the City. Redesign of the website was completed in FY 15 and is expected to increase visits in both FY 16 and FY 17.

Key Measure	FY 15 Actual	FY 16 Target	FY 16 Estimate	FY 17 Projection
Percentage of time telephone systems are available for communication (as measured by telephone systems uptime)	99.9%	99.9%	99.9%	99.9%

The Infrastructure Services Bureau is responsible for communications links to approximately 140 City facilities, 6,000 telephone instruments, and 7,500 data network connections, ensuring maximum telephone and network uptime.

The Bureau continues to upgrade telephones to voice over Internet protocol (VoIP) technology to reduce repair and support costs and improve reliability. We are in the process of eliminating the legacy PBX phone systems in the City and migrating all phones to VoIP technology. To date, approximately 85 percent of the City's telephone system has been upgraded to VoIP devices.

## **FY 16 Accomplishments**

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### **Enable easy customer access to information and services**

- Selected for the CIO 100 awards for the innovative use of technology for creating genuine business value. Long Beach was the only city to be recognized.
- Ranked a top ten “Digital City” for the fifth year in a row by the Center for Digital Government.
- Earned four first place government programming STAR awards for LBTv at the States of California and Nevada Association of Telecommunications Officers and Advisors (SCAN NATOA) video awards competition.
- Produced the live webcast of the Mayor’s 2016 State of the City address.
- Completed project to migrate the City’s website to a new platform.
- Starting Phase II of the City’s website migration to longbeach.gov by transitioning Long Beach Airport, Long Beach Library, and LBTv to the new platform and new design.
- Designed and launched the City’s new LBNet intranet site.
- Launched the Go UptownLB Smartphone App.
- Launched new web payment portal on longbeach.gov.
- Developing new Open Data platform, policy and standards.
- Supported the City’s Election in April, 2016.
- Produced over 250 hours of original programming for viewing on LBTv’s cable channel and the City’s website and social media sites, highlighting the many positive programs and events occurring in Long Beach.

### **Provide a fast and reliable communications infrastructure**

- Continued to expand the City fiber optic network to additional facilities.
- Continued to upgrade City VoIP telephone software, migrated additional phones to new system, and transitioned to Internet based service provider to improve reliability and reduce operating costs.
- Migrated to a new telecommunications service provider which increases internet bandwidth tenfold for the Library Department.
- Continued to expand video monitoring using the state-of-the-art video surveillance monitoring center at the ECOC called LBCOP, by deploying additional cameras throughout the City.
- Completed the installation of video monitoring cameras in Belmont Shore.
- Continued to virtualize servers (approximately 90% of servers are virtual) to reduce the overall footprint in the Data Center further reducing overall maintenance and energy costs and increasing performance.
- Upgraded the fiber infrastructure for the new Michelle Obama Library.
- Launched Lit Services pilot program to provide high-speed internet access.
- Launched Alert LB a Citywide emergency notification system.

### **Enhance workforce productivity by providing cost effective technology and training**

- Updated the City’s Fleet Management system and will be implementing a new fuel management system.
- Handled approximately 27,000 calls to the Technology & Innovation Help Desk, approximately 75 percent of which were resolved upon initial contact. This “first-call” resolution greatly impacts workforce productivity by getting the customer back to work within minutes.

## **FY 16 Accomplishments**

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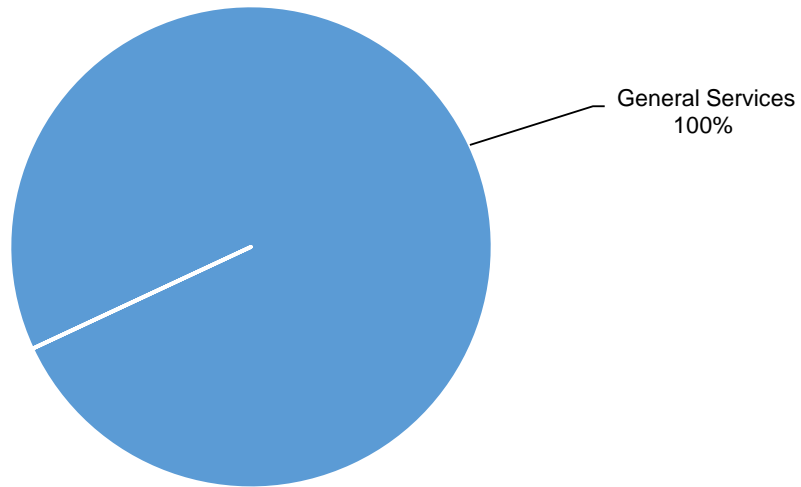
- Started the project to replace the City's Service Management software system to automate some help desk support processes and manage the change control process. The new system will improve service levels and the quality of asset tracking information.
- Continued to expand mobile computing capabilities by working with a number of departments to implement new tablet technology.
- In the process of implementing new Identity Management software to improve overall security and control of the City's systems.

### **Invest in research and development to ensure departments have the best technology to achieve their missions**

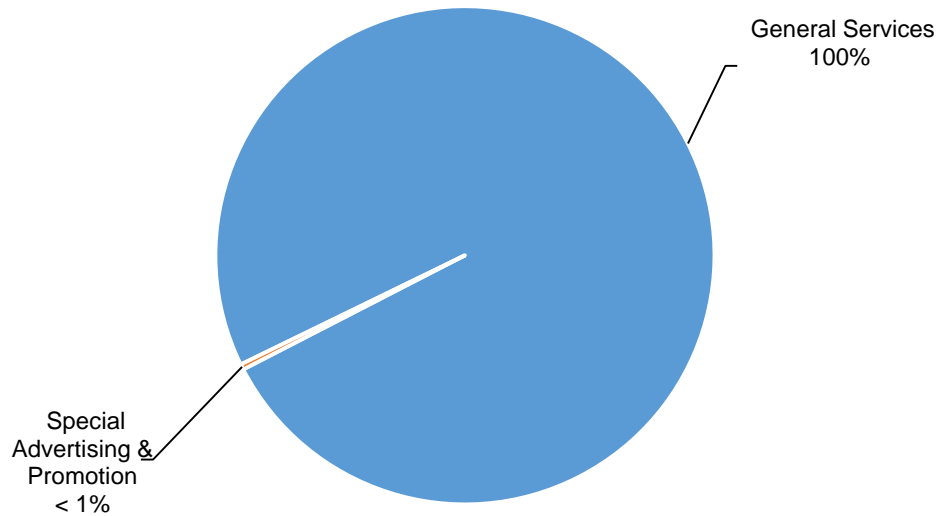
- Developing new Citywide Fiber Master Plan to evaluate the potential opportunities for internal and external services.
- Worked with the Bloomberg i-team and Code for America to develop City web standards and style guide. These standards were used to develop new City websites and mobile applications.
- Worked with the Bloomberg i-team and Code for America to develop to create a business portal to make it easier to start a local business.
- Started the implementation of the ESRI Hub – an extensive collection of map-based data available for real-time analysis and use by decision-makers, first responders, and the public.
- Due to the increased performance and bandwidth from the implementation of 4G cellular modems, the Department is in the process of eliminating virtual desktop technology in public safety vehicles and supporting video uploads from body-worn cameras.
- Continued implementation of the desktop computer virtualization project, which will reduce costs and customer downtime resulting from hardware failures, and will enhance technicians' efficiency in supporting customers.
- Continued installation of 4G cellular modem technology at City facilities to lower ongoing telecommunications costs, increase bandwidth and add improved Wi-Fi capability.
- Continued to use environmentally friendly printing inks and chemicals.

# FY 17 Budget

## FY 17 Revenues by Fund



## FY 17 Expenditures by Fund



## Fund Impact

Fund	Revenues	Expenditures	Fund Impact
General Services	39,837,087	39,789,362	47,724
Special Advertising & Promotion	-	142,089	(142,089)
<b>Total</b>	<b>39,837,087</b>	<b>39,931,451</b>	<b>(94,365)</b>

## Summary of Adopted Changes\*

GENERAL SERVICES FUND	Impact	Positions
Add one Business Systems Specialist III to support Laserfiche's current needs & assist with document imaging project.	112,290	1.00
Increase budget for ESRI maintenance costs in Geographical Information Services (GIS) and Customer Information System (CIS) software maintenance costs, offset by charges to user departments.	101,000	-
Add one Business Systems Specialist III to support EPlan Check software application, offset by charges to user departments.	112,290	1.00
Add one Cyber Security Officer who will proactively establish all necessary security controls, set policies and procedures and ensure all existing configurations and future changes are appropriately secure, offset by charges to user departments.	184,833	1.00

\*For ease of review, reallocations of resources within departments, offsets, adjustments, and minor changes have not been included. As figures reflect the net impact to a fund, an increase in expense is shown as a positive number (cost/hit to fund) and a decrease in expense is shown as a negative number (savings/benefit to fund). Accordingly, a decrease in revenue is shown as a positive number (cost/hit to fund), and an increase in revenue is shown as a negative number (savings/benefit to fund).

# Business Information Services Bureau

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## Key Services:

### 1. Geographic Information Systems (GIS)

- System Administration
- Business Analysis
- Application Development
- Integration Development & Support
- Enhancements & Configuration
- User Training
- Custom Map Development
- Data Layer Maintenance
- Upgrades
- Troubleshooting
- Manage Projects

### 2. Financial, Human Resource, & Payroll Systems; Billing & Revenue Systems; Land Management Systems

- System Administration
- Business Analysis
- Regulatory Compliance
- Integration Development & Support
- Enhancements & Configuration
- Manage Projects
- Report Development
- Labor Negotiations Support
- System Implementations
- Upgrades
- Troubleshooting

### 3. Email, Web, Document Mgmt. Services

- System Administration
- Business Analysis
- Application Development
- Integration Development & Support
- Enhancements & Configuration
- Manage Projects
- Graphic Design
- Website Design
- Upgrades
- Troubleshooting
- Investigations
- Website Content

### 4. Application Development & Specialized Systems; Database Administration and Reporting Services

- System Administration
- Business Analysis
- Application Development
- Integration Development & Support
- Enhancements & Configuration
- User Training
- Report Development
- Troubleshooting
- Upgrades
- Research & Development
- Manage Projects
- Database Administration
- System Environment Support
- System Performance Tuning

### 5. Dedicated Support Services

- System Administration
- Business Analysis
- Manage Projects
- Report Development
- Custom Map Development
- Data Layer Maintenance
- Troubleshooting
- Upgrades

### 6. Software Maintenance Contract Management

- Budget Preparation
- Contract Renewals
- Payment Processing

### 7. Technology Management, Project Management, and Consultation

- IT Strategic Planning
- Project Management & Oversight
- Vendor Selection & Management
- MOU Development
- Budget & Procurement



## Business Information Services Bureau

**FY 17 Funding Source:** General Services Fund 100%

<b>Business Information Services</b>	<b>Actuals FY 15</b>	<b>Adjusted** FY 16</b>	<b>Adopted* FY 17</b>
Revenues	21,498,858	18,947,092	11,896,370
Expenditures	11,078,368	18,603,087	11,878,475
FTEs	38.00	41.00	44.00

\*Amounts exclude all-years carryover.

\*\*Amounts as published in the FY 17 Proposed Budget released July 1, 2016. Amounts exclude all-years carryover.

### Narrative:

This Bureau provides essential support to all City departments for various software applications. Bureau staff members support Citywide applications such as the financial system, human resources/payroll, workers compensation, occupational health, land management and revenue (LMR), utility billing, billing and collections, email and messaging, streaming video, and web content management, as well as department-specific applications such as ambulance billing, public housing management, clinical health, environmental health, and fleet management. The Bureau also provides central management and administration of the City-wide geographic information system (GIS), Go Long Beach mobile applications, and the work order management system. In addition to providing support for vendor applications, the Bureau also develops custom specialized business applications for various departments, such as the marina reservation system, the Police court affairs system, Financial Management's billing and collections system, and the Budget Office's BEAR tracker system. Finally, the Bureau provides dedicated technology staff members to various departments to help support their information system needs.

The FY 17 Budget includes the addition of 2.0 FTEs to support the City's document imaging processes and Development Services new EPlan Check software. Additional enhancements include software licensing costs for the new GIS Hub software and improvements to the CIS software.

The Bureau's funding not only provides ongoing support and maintenance for existing applications, but also allows the continued ability to move forward on major projects, including the replacement of the City's financial and human resource systems, additional phases of the new website CMS project, the advanced metering infrastructure system, and the City's new intranet system, LBNET.

## Customer Services Bureau

### Key Services:

#### 1. Computing Services (Hardware, Desktop Software, Printers, Peripherals, etc.)

- Computer Repairs (break/fix)
- Printer Maintenance
- Special Projects
- Equipment Change/Add/Move (PCs, printers, peripherals)
- Software Installs
- Equipment Procurement
- Research & Development
- Image Maintenance
- Desktop Software Training Coordination

#### 2. IT Help Desk Services (6100)

- Help Desk Call Resolution
- Help Desk Ticket Assignment
- Change Request Ticket Coordination

#### 3. IT Equipment - Asset Management

- PC End of Life Replacement
- Contract Management
- PC & MFD Installation
- Inventory Management
- Parts/Inventory Coordination

#### 4. Mobile Device Management

- Cellular Service Contracts (Verizon, Sprint, T-Mobile) Management
- Mobile Device Repairs
- Research & Development
- Mobile Device Change/Add/Move

- Wireless Expense Management
- Asset Management

#### 5. Reprographics

- Consultation
- High Volume Print Jobs (reports, citations, forms)
- High Volume Copy Jobs
- Large Scale Printing - Contract Coordination

#### 6. City Mail/Messenger Services

- US Mail Collection/Delivery (including newspapers)
- Interoffice Mail Collection/Delivery (including newspapers)
- Utility Bill Assembly
- Mail Preparation and Assembly Projects

#### 7. Video Communications (LBTV)

- Government Meetings (live and on demand cablecasts and webcasts)
- Original Programming Development
- State Franchise Compliance
- Cable Company Liaison
- Public, Education, Government (PEG) Channel Coordination
- Channel/Playback Operations

#### 8. Dedicated Department Support

- Computer Repairs (break/fix)
- Equipment Change/Add/Move
- Software Installs

**FY 17 Funding Sources:** General Services Fund 99%, Special Advertising & Promotion Fund 1%

<b>Customer Services</b>	<b>Actuals FY 15</b>	<b>Adjusted** FY 16</b>	<b>Adopted* FY 17</b>
Revenues	14,088,279	14,491,199	13,824,531
Expenditures	13,031,349	14,063,752	14,076,457
FTEs	36.00	36.00	36.00

\*Amounts exclude all-years carryover.

\*\*Amounts as published in the FY 17 Proposed Budget released July 1, 2016. Amounts exclude all-years carryover.

## Customer Services Bureau

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### Narrative:

This Bureau provides a wide array of services to customer departments and the public. Services provided to internal customers include: the provision and support of personal computing equipment (desktops, laptops, virtual computers, printers, monitors, and AV equipment), mobile communications devices, and software, such as cell phones, smart phones, and tablet computers; help desk support to resolve technology issues; copying and printing services in a full-service reprographics shop, and mailroom and messenger operations. The City's government access television operations (LBTv) provides video programming for Long Beach's social media sites and government access channels that help to keep the Long Beach community engaged and informed.

In FY 17, the Bureau will be completing the implementation of service management tools that will improve customers' ability to access self-help tools and will help the Bureau improve service delivery times. In addition, the Bureau will continue to pursue opportunities to reduce costs and improve workforce productivity through modernization projects such as continuing to deploy virtual computers in additional departments and expanding mobile computing. For example, TI will work with City Departments to select appropriate mobile workforce devices including laptops, tablets and smartphones to enhance Citywide workforce productivity. The Bureau will also continue to explore "*Green IT*" strategies that help reduce waste and energy consumption.

# Infrastructure Services Bureau

## Key Services:

### 1. Telecommunication Services

- VoIP/PBX Phone System Support
- Cellular/Landline Data Network Support
- Network Management
- Call Center System Deployment and Support
- Voicemail, ACD, IVR System Support
- Wi-Fi Implementation and Support
- Infrastructure Monitoring
- Security/Firewall Management
- Fiber Optics Deployment

### 2. Wireless Communication Services

- Network Monitoring
- New System Implementations
- Microwave Infrastructure Support
- Video Surveillance Camera Installation and Maintenance

- Radio and Mobile Computer Repair and Installation
- Radio Infrastructure Support
- Audio Visual Services

### 3. Data Center Operations

- Data Center Support
- Unix OS support
- Virtual Technology Deployment & Support
- Disaster Recovery
- NOC System Monitoring
- Storage Management
- Access/Security Management
- Mainframe Support
- Inventory Control

**FY 17 Funding Source:** General Services Fund 100%

Infrastructure Services	Actuals FY 15	Adjusted** FY 16	Adopted* FY 17
Revenues	13,347,074	14,327,980	13,931,353
Expenditures	13,671,066	14,736,119	13,764,070
FTEs	46.00	47.00	47.00

\*Amounts exclude all-years carryover.

\*\*Amounts as published in the FY 17 Proposed Budget released July 1, 2016. Amounts exclude all-years carryover.

## Narrative:

This Bureau provides a wide variety of technical services to customer departments and the public. Bureau staff support voice and network connections to approximately 140 City facilities, 6,000 telephone instruments, and 7,500 data network devices. Staff also delivers wireless communications services for police officers, firefighters and utility field crews to enable them to communicate efficiently, reliably and securely via radio and mobile data computers. Bureau staff also provides data center operations that ensure continuous access to the central mainframe computer and approximately 500 servers that run the majority of City systems, including finance, human resources, utility billing, billing and collections, GIS and the City website. Revenue from non-City sources is generated by leasing space on the City's communications towers and providing supporting services, as well as from contracting-in radio installation and maintenance services from other local government and education organizations.

During FY 17, the Bureau will focus on rebuilding and improving the City's technology infrastructure as the City prepares to move into the new Civic Center in 2019. The Bureau will also continue the installation of video cameras throughout the City to improve the quality of the remote surveillance system (LBCOP), implement free public Wi-Fi at additional City facilities, and continue to support the Long Beach Gas and Oil Department with the implementation of its Advanced Metering Infrastructure system.

## Administrative Services Division

### Key Services:

#### 1. Executive Leadership

- City Manager Liaison
- Citywide Tech Project Oversight
- Strategic Planning
- Oversight of Bureaus
- Elected Official Liaison

#### 2. Financial Services

- Client Department Support
- Department Budget Development
- MOU Development & Billing
- Accounting
- Contract Management
- Procurement for Citywide Technology Purchases
- External Customer Billing

- Internal & External Audit Coordination

#### 3. Inventory Management

- Fixed Asset Inventory
- Disposal of Retired City Assets

#### 4. Human Resources Administration

- Payroll Processing
- Recruitment
- Employee Recognition
- Discipline
- Workers' Compensation
- Labor Relations
- Fed & State Compliance
- Safety
- Benefits Administration

**FY 17 Funding Source:** General Services Fund 100%

<b>Administrative Services Division</b>	<b>Actuals FY 15</b>	<b>Adjusted** FY 16</b>	<b>Adopted* FY 17</b>
Revenues	1,203	-	184,833
Expenditures	14,236	(10,425)	212,449
FTEs	10.00	11.00	12.00

\*Amounts exclude all-years carryover.

\*\*Amounts as published in the FY 17 Proposed Budget released July 1, 2016. Amounts exclude all-years carryover.

### Narrative:

Technology and Innovation uses a centralized support model to provide administrative support to the bureaus. The Administrative Services Division ensures the completion of day-to-day operational activities such as budget preparation, purchasing, hiring, facilities management, safety and public relations activities. Division staff also develops the Technology and Innovation Department Memorandum of Understanding (MOU) that defines the services and associated costs provided by the Department to all City departments. In addition, the office facilitates the disposal of retired City property (such as, computer equipment and furniture).

In FY 16, the Division started supporting the activities for the new Technology & Innovation Commission as well as many of the networking activities with local technology companies. In FY 17, the Division will continue to support the Department's activities as it works closely with the business and academic communities to support other technology partnership and innovation initiatives.

## Financial Summary by Category

	Actual	Adopted*	Adjusted**	Adopted*
	FY 15	FY 16	FY 16	FY 17
<b>Revenues:</b>				
Property Taxes	-	-	-	-
Other Taxes	-	-	-	-
Franchise Fees	4,991,386	4,120,000	4,120,000	4,120,000
Licenses and Permits	-	-	-	-
Fines and Forfeitures	-	-	-	-
Use of Money & Property	-	-	-	-
Revenue from Other Agencies	1,202,545	1,075,000	1,075,000	1,075,000
Charges for Services	-	-	-	-
Other Revenues	(96,352)	-	-	-
Interfund Services - Charges	33,628,916	34,711,157	35,111,157	34,642,087
Intrafund Services - General Fund Charges	44,195	-	-	-
Harbor & Water P/R Rev Trsfs	-	-	-	-
Other Financing Sources	-	-	-	-
Operating Transfers	9,164,725	7,324,836	7,460,114	-
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Total Revenues	48,935,414	47,230,993	47,766,271	39,837,087
<b>Expenditures:</b>				
Salaries, Wages and Benefits	14,531,091	17,822,305	17,822,305	18,589,322
Overtime	443,118	244,912	244,912	244,912
Materials, Supplies and Services	17,050,586	21,611,329	22,344,199	14,242,162
Internal Support	933,359	950,172	950,172	935,652
Capital Purchases	-	1,108,968	608,968	974,968
Debt Service	1,091,864	1,176,977	1,176,977	1,199,436
Transfers to Other Funds	3,745,000	3,745,000	4,245,000	3,745,000
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Total Expenditures	37,795,019	46,659,662	47,392,533	39,931,451
<b>Personnel (Full-time Equivalents)</b>	130.00	135.00	135.00	139.00

\* Amounts exclude all-years carryover. See budget ordinance in the back of this document.

\*\* Amounts as published in the FY 17 Proposed Budget released July 1, 2016. Amounts exclude all-years carryover.

## Personnel Summary

Classification	FY 15 Adopt FTE	FY 16 Adopt FTE	FY 17 Adopt FTE	FY 16 Adopted Budget	FY 17 Adopted Budget
Director of Technology & Innovation	1.00	1.00	1.00	187,863	208,086
Administrative Analyst III	2.00	2.00	2.00	181,877	181,877
Administrative Officer	1.00	1.00	1.00	103,572	140,894
Business Systems Specialist I	1.00	1.00	1.00	70,547	70,547
Business Systems Specialist II	1.00	1.00	1.00	78,058	78,058
Business Systems Specialist III	12.00	14.00	17.00	1,159,176	1,371,123
Business Systems Specialist IV	7.00	7.00	7.00	669,720	669,720
Business Systems Specialist V	11.00	11.00	11.00	1,158,203	1,142,935
Business Systems Specialist V-Confidential	1.00	1.00	1.00	105,824	105,824
Business Systems Specialist VI	8.00	9.00	9.00	1,039,834	1,034,757
Business Systems Specialist VI - Confidential	1.00	1.00	1.00	117,170	117,170
Business Information Systems Officer	1.00	1.00	1.00	133,601	133,601
Business Information Technology Officer	1.00	1.00	1.00	133,601	133,601
Clerk Typist II	1.00	1.00	1.00	44,737	44,737
Clerk Typist III	5.00	5.00	5.00	242,866	224,682
Communication Specialist III	3.00	3.00	3.00	253,659	253,659
Communication Specialist I	3.00	3.00	3.00	193,930	184,188
Communication Specialist II	6.00	6.00	6.00	456,859	442,982
Communication Specialist V	1.00	1.00	1.00	105,824	105,824
Communication Specialist VI	4.00	5.00	5.00	569,269	564,299
Cyber Security Officer	-	-	1.00	-	128,335
Data Center Officer	1.00	1.00	1.00	133,601	133,601
Executive Assistant	-	1.00	1.00	65,456	65,456
Manager-Business Information Services	1.00	1.00	1.00	159,262	159,262
Manager-Customer Service-Tech Innovation	1.00	1.00	1.00	133,601	133,601
Manager-Technology Infrastructure Services	1.00	1.00	1.00	154,917	154,917
Office Services Assistant II	2.00	2.00	2.00	81,138	81,138
Office Services Assistant III	1.00	1.00	1.00	40,451	40,451
Office Services Supervisor	1.00	1.00	1.00	58,431	61,424
Offset Press Operator II	1.00	1.00	1.00	53,524	53,524
Secretary	1.00	1.00	1.00	53,292	53,292
Systems Analyst I	3.00	3.00	3.00	196,483	196,483
Systems Analyst II	1.00	1.00	1.00	76,143	76,143
Systems Support Specialist I	2.00	2.00	2.00	141,095	141,095
Systems Support Specialist II	5.00	5.00	5.00	390,289	376,053
Systems Support Specialist III	6.00	6.00	6.00	463,040	471,273
Systems Support Specialist IV	1.00	1.00	1.00	95,674	95,674
Systems Support Specialist V	4.00	4.00	4.00	414,949	401,568
Systems Support Specialist VI	3.00	3.00	3.00	329,958	337,110
Systems Technician I	4.00	4.00	4.00	226,022	214,900
Systems Technician II	9.00	9.00	9.00	551,447	553,553

## Personnel Summary

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